

SENIOR WAITER - SENIOR WAITRESS

Applications are invited for the position of Senior Waiter/ Senior Waitress

JOB PURPOSE

Support the team in maintaining a smooth operation of services in the outlets, area or functions where assigned, ensuring that they are served customers in a professional, courteous and efficient manner.

Key Accountabilities (External)

- ❖ Ensure that all customers are served in a professional, efficient and courteous manner.
- ❖ Ensure that the highest levels of quality and hygiene are maintained in the assigned areas.
- ❖ Check on food and store orders and maintain stock of required items.
- ❖ Report to the Assistant Food and Beverage Supervisor regarding any complaints, staff absenteeism or shortage in stocks.
- ❖ Provide regular guidance to staff and ensure that assigned staffs are performing their duties and tasks as per desired standards.
- ❖ Take orders from customers and ensure these are given to the appropriate staff to execute. S/he makes sure that the staff collects all items from the kitchen according to the written order and serves the customer accordingly.
- ❖ Comply with the Company Occupational Health and Safety Policy.
- ❖ Ensure that all reports required during the shift are completed and correctly filled in to reflect the progress of the operation including stock control.
- ❖ To apply bartending skills based on customer need and to provide bartending training to waiters along with their regular job so as to ensure that customers' expectations are met at all times.
- ❖ To generate quality service by exhibiting professional attributes and knowledge and by providing promptly the information that customers want and need, thus establishing relationship between the company and the customers.

Essential Requirements & Competencies

- ❖ Higher Secondary Education or equivalent qualification.
- ❖ Demonstrated experience in a similar position within the hospitality industry.
- ❖ Knowledge of food and beverage items.
- ❖ Working knowledge on different types of beverages i.e. spirits and wine.
- ❖ High standards of verbal and written communication in English.
- ❖ Excellent presentation skills with high grooming standards.
- ❖ Able to exhibit a professional image with competent service delivery standards.
- ❖ Ability to multi-task and manage time effectively.
- ❖ Excellent planning and organizing skills
- ❖ Anticipates customer needs; keeps customers abreast of relevant changes; distributes helpful information
- ❖ Acts as a role model and provides effective behavioural examples in order to motivate team members to achieve high levels of performance